

Rinnai Roof Flashing

Reported Interior Damage:

Customer Name _____

Yes _____ No _____

Customer Address _____

City, State, Zip _____

Serial number of unit _____

Contact Phone Number _____

Date of Unit Installation _____

Service Provider _____

Service Provider Phone Number _____

Instructions:

- Provide information per above. Please provide **pictures** of failed flashing along with copy of this form, and email to bquisenberry@rinnai.us.
- Arrange to provide the contractor who will be repairing the roof flashing a Roof Flashing Repair Kit. If the kit is not available through South West Sales, contact Rinnai Tech Assistance at 1-888-746-6247 to arrange for a repair kit to be shipped directly to the contractor at no charge.
- Rinnai will pay the contractor a reasonable labor rate for the installation of the repair kit. Installation of the repair kit should take less than one hour.
- If there has been a report of interior damage, advise the customer they should obtain 2 or 3 quotes for repair and submit these to Rinnai for review and follow up.
- These quotes may be emailed to bquisenberry@rinnai.us.
 - If damage repairs have already been completed, advise the customer to submit a copy of the paid invoices to Rinnai for review and follow up.
 - The paid invoices may be emailed to bquisenberry@rinnai.us.
 - In lieu of emailing, the customer may fax the information to Rinnai at fax number 678-829-1639 or may mail directly to Rinnai at:

Rinnai
103 International Drive
Peachtree City, GA 30269

Sincerely,



Bruce Quisenberry
Service Operations Manager